

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000111836

ORIGINAL

ARIZONA CORPORATION COMMISSION

May 20, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 13 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
MAY 20 2010



RECEIVED

2010 MAY 20 P 12:09

AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 87013

Date: 5/19/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **John and Barbara** **Newton**

Account Name: John and Barbara Newton

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: , ,

Nature of Complaint:

ANTHEM

From: j
Sent: Wednesday, May 19, 2010 12:24 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

Arizona Corporation Commission

Gentlemen and Ladies of the Commission:

We wish to register our opposition to any increase in water rates in Anthem. We are retired. Anthem water rates are already very high, much higher than many of our friends' rates in other communities in the greater Phoenix area. Another increase would be a significant financial burden for us.

Thank you for your consideration John and Barbara Newton
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 5/19/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 87013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 86994

Date: 5/19/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Glenn Smith

Account Name: Glenn Smith

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Scottsdale

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: glenn smith [mailto:;
Sent: Monday, May 17, 2010 9:40 AM
To: Kennedy-Web; Pierce-Web; Newman-Web; Mayes-WebEmail; Stump-Web
Cc: Deborah Person; Legal Div - Mailbox; Utilities Div - Mailbox; cfraulob@azruco.gov
Subject: Public Comment: DOCKET NO. W-01303A-09-0343 AND DOCKET NO. SW-01303A-09-0343 -
PHASE II

Dear Chairman Mayes and Commissioners:

I am Glenn Smith, a resident of Scottsdale living in the area where water is supplied by Arizona American Water Company. I am active in a group called, Scottsdale Citizens for Sustainable Water or SWAT. Swat includes in it membership 17 homeowners associations with over 1400 owners.

Although public comment is apparently less valuable than that of staff or interveners, ("The applicant may submit testimony in response to staff and intervener testimony." (E-Docket Anatomy of a Rate Case)) I nevertheless respectfully request that the following public comment be considered as a summation of staff and intervener testimony. In the event that new ideas are presented herein, please give them your thoughtful consideration.

Respectfully submitted,

Glenn W. Smith

Scottsdale, AZ 85250-4526

Copy: Administrative Law Judge Wolfe

RUCO

As was stated in a recent article in the Arizona Republic (May 10, 2010 Input Sought . . .) According to Joni J. McGlothlin, external affairs manager for Arizona American Water Co., "We have urged our customers to look not at the immediate effects but at the long-term benefits of spreading out infrastructure costs across all districts." The comingling of the costs (past, present and future) amounts to de facto merger of the districts. This has the appearance of surreptitious merger of the districts and not just a consolidation of the rates. Unless, the ACC requires separate record-keeping for all assets according to the district structure immediately prior to the rate consolidation, the potential for any future re-segregation into several separate will become a near impossibility.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

A skeptic or someone prone to conspiracy theories would say this looks like an effort to forever preclude the conversion of a district to a municipally-owned and operated utility. The 'new' district would be dispersed and bringing the consumers together would be a virtual impossibility. But, this is pure speculation.

Summary:

In summary, the request for rate consolidation should be denied. Staff of the ACC has provided three alternatives. Of these, the only one worthy of any discussion is Sun City and Sun City West (why not Agua Fria?). Even this is suspect: Although these districts share some common boundaries, any inter-district treatment and distribution of water is highly unlikely without major enhancements to the infrastructure which would simply increase costs - and rates - further. Even then, the purification plants are unlikely to have the capacity to provide backup capacity to one another. It must be noted that staff apparently accepted

prima facie that some consolidation was reasonable because they did not suggest, "No Consolidation."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed

End of Comments

Date Completed: 5/19/2010

Opinion No. 2010 - 86994

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 86962

Date: 5/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08H Consolidation - In Favor

First:

Last:

Complaint By: **Germaine**

Kulinski

Account Name: Germaine Kulinski

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR: (

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Gerry [mailto:]
Sent: Saturday, May 15, 2010 1:36 PM
To: Utilities Div - Mailbox; Kristin Mayes; Mayes-WebEmail; Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; newmwn-web@azcc.gov; rstump@azcc.gov; Stump-Web
Subject: Arizona Registered Boter

WATER

A Sun City resident trying to figure out what your trying to do to the "SENIORS" in Sun City. A raise this large is unbelievavle. We are having enough problems with all the other increases and now you expect us "SENIORS" from Sun City to pay for all those other places. You can't expect us to help pay for all those place when we don't need a change in what we have.

Let them consolidate and help each other out.

Germaine Kurlinski

Sun City

W-01303A-09-0343
SW-01303A-09-0343

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Filed in docket no. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 5/17/2010

Opinion No. 2010 - 86962

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 86965

Date: 5/17/2010

Complaint Description: 08E Rate Cases Items - In Favor
08H Consolidation - In Favor

First:

Last:

Complaint By: **Wallace A. & Martha Richardson**

Account Name: Wallace A. & Martha C. Richardson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tubac

CBR:

State: AZ **Zip:** 85646

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****TUBAC SYSTEM*****

Wallace A. Richardson and Martha C. Richardson

Tubac, Arizona 85646

Arizona Corporation Commission
Commissioners Wing
1200 West Washington - Second Floor
Phoenix, Arizona 85007-2996

Re: Arizona American Water Company, Inc.
Application for Rate Consolidation
Docket: W-01303A-09-0343

Dear Chairman Mayes:

We write to ask you to vote in favor of the application for consolidation of water and wastewater rates charged to residential customers of Arizona American Water. Arizona American's application would continue the similar practice of rate consolidation utilized by other public services such as gas, electricity, and telephone. Such billing practices have proven to be generally acceptable to most users. Of equal importance, and significance, is the fact that such rate consolidation spreads the substantial cost of administrative, legal, tax and water acquisition costs among all users.

We believe that consolidation of Arizona American water rates is both practical and fair.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please vote FOR consolidation.

Sincerely,

Wallace A. Richardson
Martha C. Richardson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 5/17/2010

Opinion No. 2010 - 86965

W. 01303A-09-0343
SW. 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86949

Date: 5/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By:

Nancee

Noel

Account Name:

Nancee Noel

Home: (000) 000-0000

Street:

email address

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

***** Docket Nos. W-01303A-09-0343 AND SW-01303A-09-0343 *****

The proposed rate increase for Sun City water and wastewater and consolidation is grossly unfair to Sun City residents. Please vote against it!

Nancee L. Noel

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/17-

Emailed to Phoenix to docket.

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 5/17/2010

Opinion No. 2010 - 86949

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion **No.** 2010 - 86950 **Date:** 5/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First: **Last:**

Complaint By: **Rev. John & Mrs. Beve DuVal**

Account Name: Rev. John & Mrs. Beverly DuVal **Home:** (000) 000-0000

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:** E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

***** Docket Nos. W-01303A-09-0343 AND SW-01303A-09-0343 *****

Dear Gentlemen and Ladies of the Arizona Corporation Commission:

With regard to Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343, we implore you not to permit the Arizona-American Water Company to consolidate Sun City with other water districts, resulting in significant and unfair increases in our water and wastewater rates. Sun City residents, most of whom are elderly and living on fixed incomes, cannot afford nor should we be asked to take on any other water district's expenses or problems. Because my husband requires oxygen for his congestive heart failure and I feel uncomfortable leaving him home alone, we will be unable to attend the meeting on this subject on Monday night. However, we hope you will take to heart our plea.

Thank you for your attention.

Sincerely,
Rev. John and Mrs. Beverly Du Val

Sun City, AZ 85351-1365

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/17-

Emailed to Phoenix to docket.

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 5/17/2010

Opinion No. 2010 - 86950

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86929

Date: 5/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Don Thompson

Account Name: Don Thompson

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

SUN CITY

Sent: Monday, April 19, 2010 10:09 PM

To: Mayes-WebEmail; Kennedy-Web; Robert Stump; Paul Newman; Pierce-Web
Subject: Rates

I am writing to impress upon the commission that we want to keep everyone's operating costs down in Sun City. We are objecting to the water and wastewater rate consolidation and increases.....please please.....as we are mostly on fixed incomes.....thanks Mr and Mrs Don Thompson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 5/14/2010

Opinion No. 2010 - 86929

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86931

Date: 5/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08Z Rate Case Items - Other

First:

Last:

Complaint By: Tom & Linda Petsche

Account Name: Tom and Linda Petsche

Home: (000) 000-0000

Street: Dr

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: I

Contact Phone:

Nature of Complaint:

SUN CITY

From:

Sent: Monday, April 19, 2010 10:42 AM

To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web

Subject: Water Rate Increase - Sun City

We strongly oppose AZAWC's proposed rate increases for Sun City. If it costs more to deliver water to other places, the citizens of Sun City should not subsidize that.

Tom and Linda Petsche

Sun City, AZ 85373

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 5/14/2010

Opinion No. 2010 - 86931

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: () -

Fax: -

Priority: Respond Within Five Days

Opinion

No. 2010 - 86932

Date: 5/14/2010

Complaint Description:

08A Rate Case Items - Opposed

08Z Rate Case Items - Other

First:

Last:

Complaint By:

Craig

Compton

Account Name:

Craig Compton

Home: (000) 000-0000

Street:

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85086

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

THROUGH CHAIRMAN MAYES ANTHEM

Sent: Sunday, April 18, 2010 11:34 AM

To: Mayes-WebEmail

Subject: Arizona American Water Rate Increase Request

Dear Chairwoman Kris Mayes:

I am an Anthem resident very interested in the Arizona Corporation Commission's public comment meeting on April 7 in Anthem, concerning the proposed American Water rate hike. Although I did not speak, I am against the rate hike for the same reasons as presented that night. Although I am unable to attend the meeting on April 19, 2010 I wanted to make you aware of some additional facts concerning American Water. At the Anthem Country Club Board meeting on Thursday, April 15, 2010 a discussion of fire hydrants provided by American Water was brought up.

As a retired fire officer of 32 years, I find it very distressing that our fire hydrants have gone for such a long period of not being maintained or tested. I have worked for small fire departments and large metropolitan departments. During my career I have worked with tiny water companies to water companies covering large cities. I believe that American Water is not meeting even minimum standards when maintaining their hydrants.

Some facts re guarding annual hydrant tests:

- Hydrants are normally tested once a year. Most hydrants in Anthem have not been tested since installation.

- Testing includes seeing if hydrant has adequate water.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

- Inspection of threads, valve stems, and caps.
- Hydrants are checked for vegetation clearance and access.
- Paint is applied when needed.

It would be reasonable to require the water company to provide their obligations of standard service before asking for a rate hike.

Craig Compton

Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 5/14/2010

Opinion No. 2010 - 86932

W1303A-09-0343
SW10303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 86890

Date: 5/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Loren **Last:** Littlefield

Account Name: Loren Littlefield

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

5/12/10 LETTER WAS CC'd TO ALL FIVE COMMISSIONERS.

From: Barbara Littlefield
Sent: Tuesday, May 11, 2010 11:31 AM
To: Utilities Div - Mailbox
Subject: Dock Nos. W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners:

I have attached a letter to each of you on these site, in case you did not see it in your own e-mails.

Loren Littlefield

Sun City, AZ 85373

Loren Littlefield

Sun City, AZ 85373

May 11, 2010

Kristen Mayes

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona Corporation Commission
1200 W. Washington St. 2nd. Floor
Phoenix, AZ 85007

Dear Kristen Mayes:

I am writing to you today concerning the Commission's Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343. The majority of people residing in Sun City are no longer working and living on a fixed income from Social Security, and/or a retirement annuity and/or interest and dividends from a lifetime of savings. Social Security and Federal Government Retirement Annuities received no Cost of Living Increase for 2010. Most company retirement annuities are a fixed amount for life with no increase. Most stocks and bonds have decreased dramatically over the last two or three years reducing income interest and dividends. Most banks are paying less than 1% interest on money market, savings and certificates of deposit accounts. Many Sun City residents are struggling to pay their utility bills now, let alone any increases.

I understand that Arizona American Water Company costs are probably going up no matter what the American economy is doing. There for I think your recommendation of a 7.8% increase for water is on the high side, however I have to have water, so I will reduce or eliminate purchasing something else in order to pay my water bill. Your recommendation of a 31.85% increase for waste water is a huge increase and I think an increase more in line with your recommended water increase would be in order. Please explain to me why you feel such a large increase in the waste water rate is warranted.

I do not believe that our water and waste water rates should be consolidated any other community in Arizona. I think that each community should pay for their own water and waste water system.

I look forward to your response.

Sincerely,

Loren Littlefield
Phone no.

End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

5/12/10 I left a detailed voice mail message for Ms. Littlefield. I advised her I was calling on behalf of all five Commissioners regarding her letter about the proposed rate increase filed by Arizona American Water Company. Her comments were noted for the record and will docketed. I provided her with my name and direct telephone number.

I also emailed her the following:

Re: Arizona American Water Company

Dear Water Customer,

Your email regarding the Arizona American Water Company "AAWC" rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Arizona Corporation Commission
Utilities Division
Public Utilities Consumer Analyst
Consumer Services

End of Comments

Date Completed: 5/12/2010

Opinion No. 2010 - 86890

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 86521

Date: 4/22/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Steve **Last:** Lopez

Account Name: Steve Lopez

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

On April 19, 2010, I attended the rate case hearing and heard opening statements and public comments. As an Anthem resident, who is obviously affected by the rate increase request, I was appalled by AAW's contention that the 100% increase was "just and reasonable". Such posturing is totally disingenuous. It was also infuriating to hear AAW claim credit for providing a state of the art water system and try to justify their requested rate increase based on a reasonable rate of return. Anthem's water system was constructed by the developer to facilitate the Anthem development and was subsequently purchased by AAW as part of its acquisition of Citizen's Utilities. And therein lies the problem.

To hear AAW's position, the residents of Anthem, who are captive customers, are now expected to "bailout" a "for profit" corporation and ultimately reward their shareholders for a poor business activity. Passing off expenses related to a bad business arrangement as "reasonable" is the ultimate in chutzpah. AAW's shortfall is of their own doing, brought on by their failure, and is not a reasonable expense to be borne by the ratepayer. Such related costs are appropriately the responsibility of the shareholder.

I am also a resident who is affected by the \$50 monthly surcharge attributed to a 1" meter. This cost is the most egregious add on and provides no discernible value. The fee is purely arbitrary and there is absolutely no justification for continuing the amount charged. Consider that AAW initially gave consideration to changing the meter to 3/4" at a cost of \$400, which would be a savings of \$200 in the first year and \$600 in each subsequent year. AAW is now rethinking its position, fearful such change outs would reduce the revenue stream it realizes for something that has absolutely no expense.

Lastly, I would ask that you consider the nature by which the residents of Anthem have come to be put in the position we are in. Notwithstanding the two issues previously indicated, Anthem residents were totally and absolutely blindsided by the arrangement between Pulte/Del Webb and AAW. The manner in which this situation developed borders on criminal fraud. Zero disclosure of a material fact pertaining to a significant future

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

expense that is devastating to the residents and the community as a whole. This is absolutely unprecedented.

On behalf of all Anthem residents, I am asking that you consider the issues I have raised and deny inclusion in the rate base of costs related to these issues. I also ask that you rescind these same rate base costs previously approved in 2008. Thank you for your time and consideration. Respectfully, Steve Lopez.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/13-

Emailed to Phoenix to docket.

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 5/13/2010

Opinion No. 2010 - 86521

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 86889

Date: 5/12/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Ruth

Loll

Account Name: Ruth Loll

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED - SUN CITY WATER DISTRICT:

RE: Docket No. W-01303A-09-0343
SW-01303A-09-0343

5/8/10

Ruth Loll

Sun City, AZ
Phone No. 623-555-1111

Arizona Corporation Commission
Kisten Mayes, Chair
Gary Pierce
Sandra Kennedy
Paul Newman
Robert Stump

Subject: Proposed water and waste water rate increase and consolidation for Sun City residents.
Arizona Registered Voter ID 1242625

The rate increase consolidation with other water districts making us support their infrastructure would be an unreasonable and unfair demand on Sun City residents and businesses.

Arizona American Water, the ACC staff, and RUCO have all recommended against the rate consolidation at this time, the fact that consideration remains in this docket means that in spite of those recommendations, the commissioners, with three votes, could inact it anyway and is my big concern to control costs of our water and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

wastewater services.

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Thank you,
Ruth Ester Loll
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 5/12/2010

Opinion No. 2010 - 86889

W-01303A-09-0343 "Opposed"
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86870

Date: 5/11/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Shirley

Trapp

Account Name: Shirley Trapp

Home:

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR: N/A

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

5/11/10 *****REFERRED BY COMMISSIONER NEWMAN'S OFFICE*****

REFERENCE: AZ AMERICAN*****SUN
CITY*****OPPOSED*****

Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Jennifer Ybarra

Sent: Tuesday, May 11, 2010 11:32 AM

To: Connie Walczak

Subject: Phone Message

Shirley Trapp, Sun City called (05/11/10 @ 11:25 a.m.) She is against the Arizona-American Water Company rate case (W-01303A-09-0343 & SW-01303A-09-0343). She doesn't feel she should pay for other people's bills. My husband is ill and I am struggling now.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/11/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 5/11/2010

Opinion No. 2010 - 86870

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM
